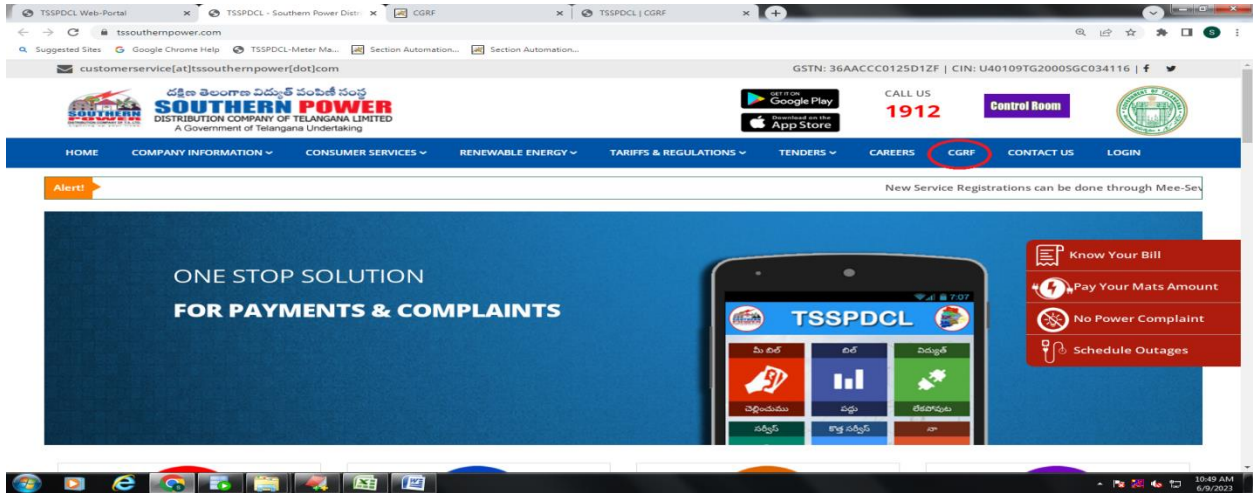
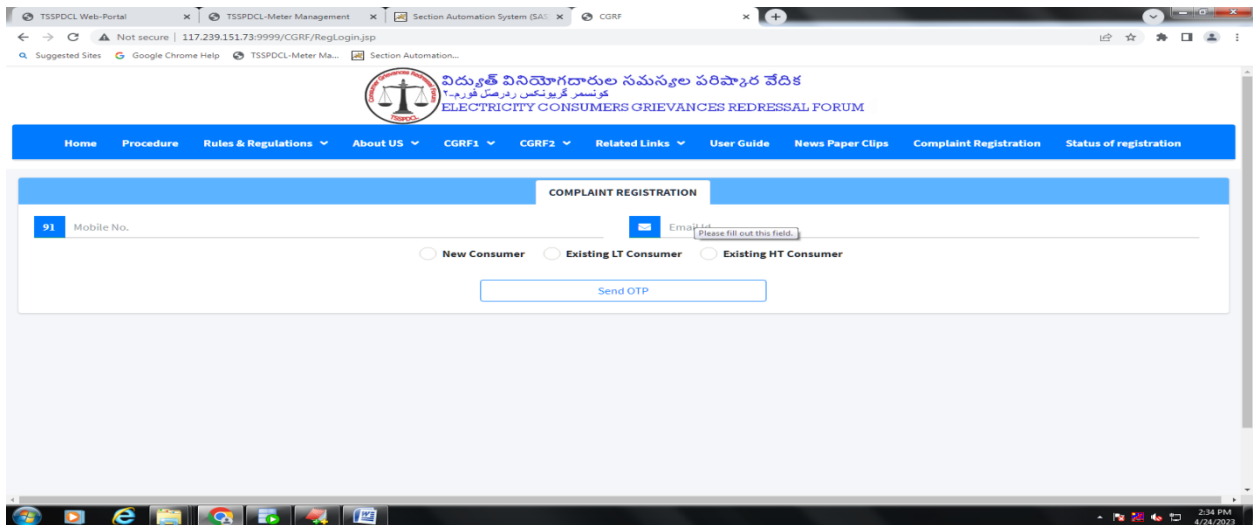


# CGRF USER MANUAL

The link is available in TSSPDCL Website([www.tssouthernpower.com](http://www.tssouthernpower.com)) with header “CGRF”.




On Clicking “Approach CGRF” the CGRF WEBSITE is displayed for registering Online Complaints. In this mobile No. is made mandatory to generate the OTP. The consumer has to choose whether he is New consumer (or) Existing LT (or) Existing HT .The registered mobile number is kept for further Notifications .If Email address is given notifications also will be sent to that email.



The Complaint form is displayed once the OTP is submitted .All the fields are mandatory .The consumer has to fill the personal details, Connection address, and Communication address .The Consumer has to select correct District ,CSC registration number if complaint is registered in CSC .Select the appropriate Grievance and details of the grievance can also be provided.

Documents are to be submitted like ID proof, written complaint, and If any previous acknowledgements.

Declarations to be given by Complainant. Provide details of Nominee name and Nominee address.



విద్యుత్ వినియోగదారుల సమస్యల పరిష్కార వేదిక  
 كونسمر كړيو نتيكس رډرېسټل فورم-٢  
**ELECTRICITY CONSUMERS GRIEVANCES REDRESSAL FORUM**

---

🔗 CONSUMER COMPLAINT FORM

Connection Address

Communication Address

Same as Connection Address

SL.NO	Document Name	Document
1	ID proof	<input type="button" value="Choose File"/> No file chosen
2	Written Complaint	<input type="button" value="Choose File"/> No file chosen
3	Previous Complaint Acknowledgement	<input type="button" value="Choose File"/> No file chosen

**Declaration :**

I/We, the Complainant/s herein declare that: the information furnished herein above is true and correct,and I/We have not concealed or Misrepresented any fact stated here in above and the documents submitted with. the subject matter of the present grievance has never been submitted to the forum by me/or by any one of us or by any one of the parties concerned with the subject matter to the best of my/our knowledge. the subject matter of my/our Grievance has not been settled through the forum in any previous proceedings. the subject matter of my/our Grievance has not been decided by any competent authority/court/arbitrator,and is not pending before any such authority/court/arbitrator.

**Yours Faithfully**

sd/-  
 (Complainant's name in block letters) \*

**Authorisation:**

(If the Complaint wants to AUTHORISE his representative to appear and make submission on his behalf before the forum,the following declaration should be submitted.)


**I/We the above named consumer here by nominate**  **Whose address is :**

**Sri/Smt**

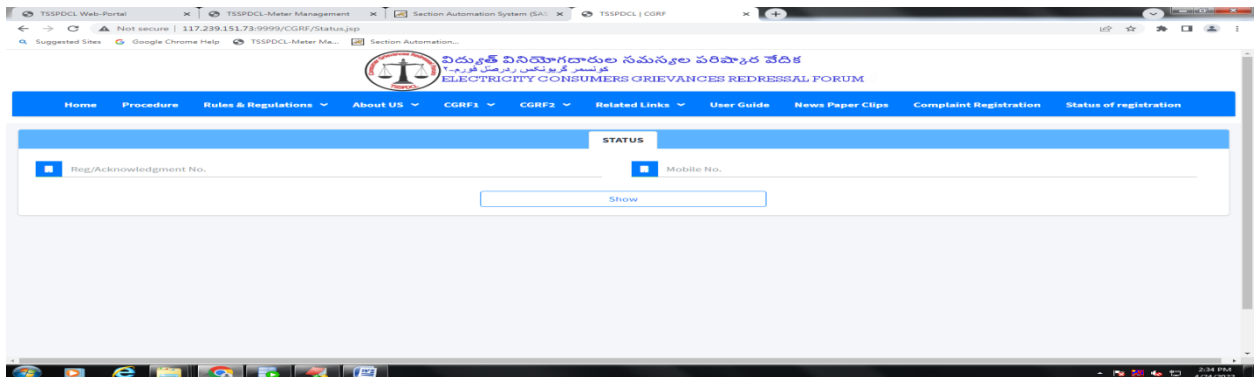
As my/our **REPRESENTATIVE** in the proceedings and confirm that any statement,acceptance of rejection made by him/her shall be binding on me/us.He/She has signed below in my presence.

After submitting details an acknowledgement will be given. And SMS is sent to Consumer(Complaint received ("regno") is under scrutiny.Acknowledgement will be sent if in order) and Forum members (Complaint received ("regno"),from circle name.



 <b>విద్యుత్ వినియోగదారుల సమస్యల పరిష్కార వేదిక</b> <b>کونسلر گریونٹس ردزسل فورم</b> <b>ELECTRICITY CONSUMERS GRIEVANCES REDRESSAL FORUM</b>	
<b>ACKNOWLEDGEMENT</b>	
<b>Received the Application From Smt/Sri sindhu against ACK_33/2021-22</b>	
<b>Reference No : ACK_33/2021-22</b>	<b>Date of Registration : 22/03/2022</b>
<b>Address</b>	23/3rt ,barkathpura,hyderabd,barkathpura,500027
<b>Mobile Number</b>	8143010789
<b>Griveance</b>	BURNT METERS
<p><b>Complaint filed by you is received for scrutiny.After acceptance of complaint, Registration Number will be sent through SMS to registered mobile number.</b></p> <p style="text-align: right;">sd/- <b>Authorised Seal:</b></p> <p style="text-align: center;"><input type="button" value="Print"/></p>	

The Status of the registration can be seen in "Status of Registration" tab.



The status can be seen by entering the acknowledgement number or complaint registered number. The Documents like acknowledgement by Forum, Respondent Response, Hearings and Orders can be downloaded from here

Complaint Registration		Status of registration	
<b>Status</b>			
Enter Registration/Acknowledgment Number		C.G.NO:128/2021-22	
Mobile No.		8143010789	
<input type="button" value="Show"/>			
<b>Reg.No</b>	C.G.NO:128/2021-22	<b>Name</b>	sindhu
<b>Address</b>	23,bala,hyd,hyd,500027	<b>Email</b>	
<b>Subject</b>	OTHERS	<b>District Name</b>	Hyderabad
		<b>Registration Date</b>	22/03/2022
		<b>Mobile No.</b>	8143010789
		<b>Status</b>	ORDER DISPOSED OFF <a href="#">Click here for Acknowledgement</a>
<b>Uploads List</b>			
<b>Written Form</b>	<b>ID Proof</b>	<b>Supporting documents</b>	
<b>Hearing</b>	<b>Orders</b>		


Based on the District the complaint will be sent to CGRF Forum 1 or CGRF Forum2 .



The logins are provided for Chairpersons, Member Technical, and Member finance.

In chairperson login, an option is given for manual complaint registrations (“Manual Complaint Register”) like if the complainant has come to office directly or sent in post or mail etc.

All the registered complaints through online and manual are displayed in “Inbox” for further scrutinizing the complaint.


 విద్యుత్ సేవలపై వివాదాల పరిష్కార కమిటీ  
 كميته لرداءة شكاوى المستهلكين لرياءة كهرباء  
 ELECTRICITY CONSUMERS GRIEVANCES REDRESSAL FORUM

User: JADE2 Date : 22-3-2022 4:41:59

Inbox

Manual Complaint register

Registered Complaints Final Approval

Case Status

Acknowledgements

Respondent Notice Copy

Respondent Reply Report

Beyond 20 days Respondent Not Reply Report

Hearing Notice Copy

Order Copy

Orders Implemented Report

Beyond 21 days Orders Not Implemented Report

Events Upload


Log Out

Change Password

Registered Complaint List

Sno	Regd.No	Regd.Date	Name	Mobile Number	Address	Grievance	District name
1	ACK_33/2021-22	22/03/2022 04:24PM	SINDHU	8143010789	23 3RT,BARKATHPURA,HYDERABD,BARKATHPURA,500027	WRONG BILLING	Hyderabad
2	ACK_33/2021-22	22/03/2022 04:31PM	sindhu	8143010789	23 3rt,barkathpura,hyderabad,barkathpura,500027	BURNT METERS	Hyderabad

Remarks are given to Accept ,Return or reject the application and forwarded to member Technical and Member Finance.


 విద్యుత్ సేవలపై వివాదాల పరిష్కార కమిటీ  
 كميته لرداءة شكاوى المستهلكين لرياءة كهرباء  
 ELECTRICITY CONSUMERS GRIEVANCES REDRESSAL FORUM

User: JADE2 Date : 22-3-2022 4:43:22

Inbox

Manual Complaint register

Registered Complaints Final Approval

Case Status

Acknowledgements

Respondent Notice Copy

Respondent Reply Report

Beyond 20 days Respondent Not Reply Report

Hearing Notice Copy

Order Copy

Orders Implemented Report

Beyond 21 days Orders Not Implemented Report

Events Upload

Log Out

Change Password

Consumer Details


Registration No.* ACK_33/2021-22 Consumer Name* sindhu Door No.* 23/3rt Area* hyderabad PIN Code* 500027 Subject* BURNT METERS Remarks* jpg	Registration Date* 22/03/2022 04:31PM Mobile No.* 8143010789 Street* barkathpura Town* barkathpura Email ID SINDHU@GMAIL.COM DISTRICT* Hyderabad UKSCNO null
---	--

Uploads List

1) Written Form      2) ID Proof      3) Supporting documents

Sno	Received From	Remarks Details	Remarks	Date
		Enter Remarks		

[SAVE](#)


 విద్యుత్ సేవలపై వివాదాల పరిష్కార కమిటీ  
 كميته لرداءة شكاوى المستهلكين لرياءة كهرباء  
 ELECTRICITY CONSUMERS GRIEVANCES REDRESSAL FORUM

User: TECHNICAL2 Date : 22-3-2022

Inbox

Respondent Notice Copy

Respondent Reply Report

Hearing Notice Copy

Order Copy

Orders Implemented Report

Log Out

Change Password

Consumer Details

Registration No.* ACK_33/2021-22 Consumer Name* sindhu Door No.* 23/3rt Area* hyderabad PIN Code* 500027 Subject* BURNT METERS Remarks* jpg	Registration Date* 22/03/2022 04:31PM Mobile No.* 8143010789 Street* barkathpura Town* barkathpura Email ID SINDHU@GMAIL.COM DISTRICT* Hyderabad UKSCNO null
---	--

Uploads List

1) Written Form      2) ID Proof      3) Supporting documents

Sno	Received From	Remarks Details	Remarks	Date
1	SECRETARY		can be accepted	22/03/2022 04:48PM

Enter Remarks

Register the complaint if it is in order.

[SAVE](#)

User :FINANCE2 Date : 22-3-2022 4

- Inbox
- Respondent Notice Copy
- Respondent Reply Report
- Hearing Notice Copy
- Order Copy
- Orders Implemented Report
- Log Out
- Change Password

**Consumer Details**

Registration No.* ACK_33/2021-22 Consumer Name* sindhu Door No.* 23/3rt Area* hyderabd PIN Code* 500027 Subject* BURNT METERS Remarks* jng	Registration Date* 22/03/2022 04:31PM Mobile No.* 8143010789 Street* barkathpura Town* barkathpura Email ID SINDHU@GMAIL.COM DISTRICT* Hyderabad UKSCNO null
--	--

Uploads List

1) Written Form
2) ID Proof
3) Supporting documents

Sno	Received From	Remarks	Date
1	SECRETARY	can be accepted	22/03/2022 04:48PM
2	TECHNICAL	Register the complaint if it is in order.	22/03/2022 04:50PM

Enter Remarks

ಸಮಗ್ರ ವಿದ್ಯುತ್ ಸೇವಾ ಸಂಸ್ಥೆಯ ವಿದ್ಯುತ್ ಸೇವಾ  
 ಗ್ರಾಹಕರ ದೂರವಿವೇಚನಾ ಮಂಡಳಿ  
 ELECTRICITY CONSUMERS GRIEVANCES REDRESSAL FORUM

User :CHAIRPERSON2 Date : 22-3-2022 5:09:

- Inbox
- Respondent Notice Copy
- Respondent Reply Report
- Case Status
- Hearing Upload
- Hearing Notice Copy
- Order Upload
- Order Copy
- Orders Implemented Report
- Log Out
- Change Password

**Consumer Details**

Registration No.* ACK_33/2021-22 Consumer Name* sindhu Door No.* 23/3rt Area* hyderabd PIN Code* 500027 Subject* BURNT METERS Remarks* jng	Registration Date* 22/03/2022 04:31PM Mobile No.* 8143010789 Street* barkathpura Town* barkathpura Email ID SINDHU@GMAIL.COM DISTRICT* Hyderabad UKSCNO null
--	--

Uploads List

1) Written Form
2) ID Proof
3) Supporting documents

Sno	Received From	Remarks	Date
1	SECRETARY	can be accepted	22/03/2022 04:48PM
2	TECHNICAL	Register the complaint if it is in order.	22/03/2022 04:50PM
3	FINANCE	Register the complaint if it is in order.	22/03/2022 05:01PM

Enter Remarks

If accepting the application the respondent has to be selected and Save the application .SMS will be sent to Respondents and Consumer on this.

For reject and return complaint remarks are to be provided.

Date : 13-12-2021 3

- Planned Complaint register
- Registered Complaints
- Acknowledgements
- Respondent Reply Report
- Hearing Upload
- Order Upload
- OLD Orders Upload
- OLD Hearing Upload
- Compensation Upload
- Yearly Reports Upload
- Quarterly Reports Upload
- Events Upload
- Log Out
- Change Password

**Consumer Details**

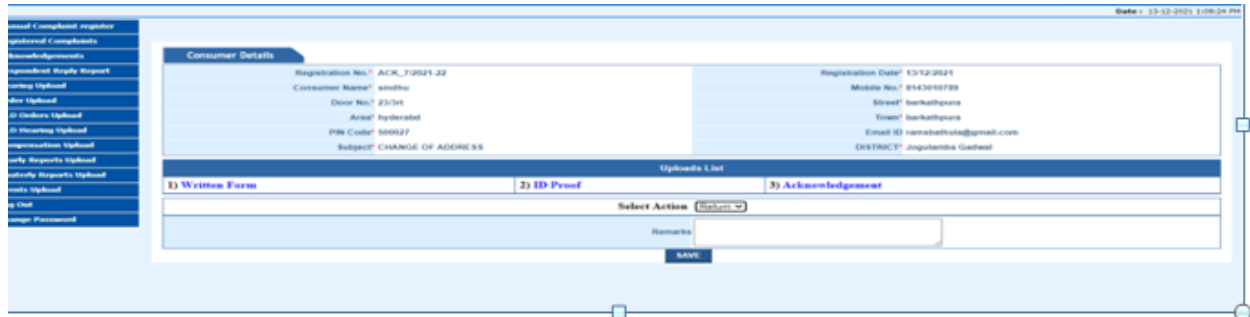
Registration No.* ACK_7/2021-22 Consumer Name* sindhu Door No.* 23/3rt Area* hyderabd PIN Code* 500027 Subject* CHANGE OF ADDRESS	Registration Date* 13/12/2021 Mobile No.* 8143010789 Street* barkathpura Town* barkathpura Email ID ramsbathula@gmail.com DISTRICT* Jogulamba Gadwal
--	---

Uploads List

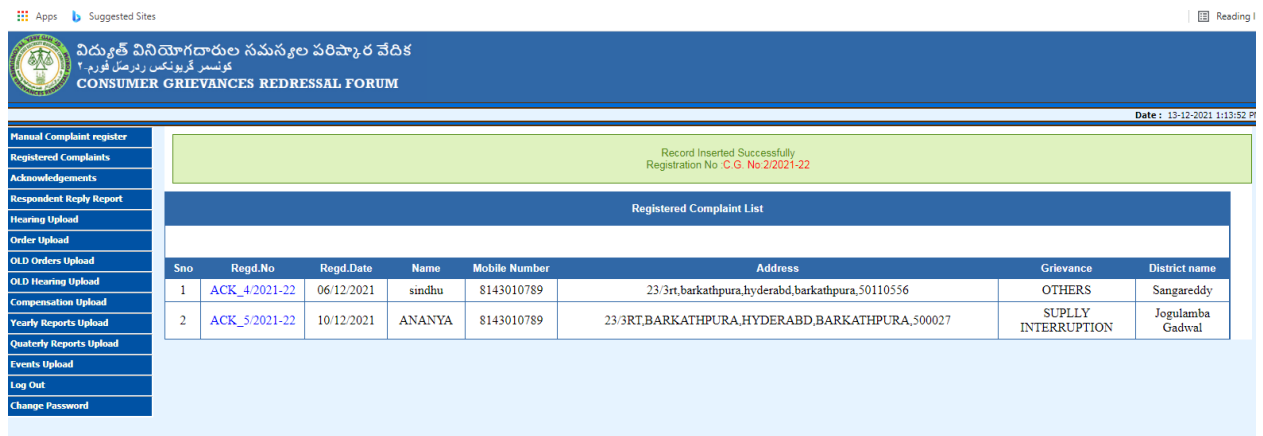
1) Written Form
2) ID Proof
3) Acknowledgement

Select Action

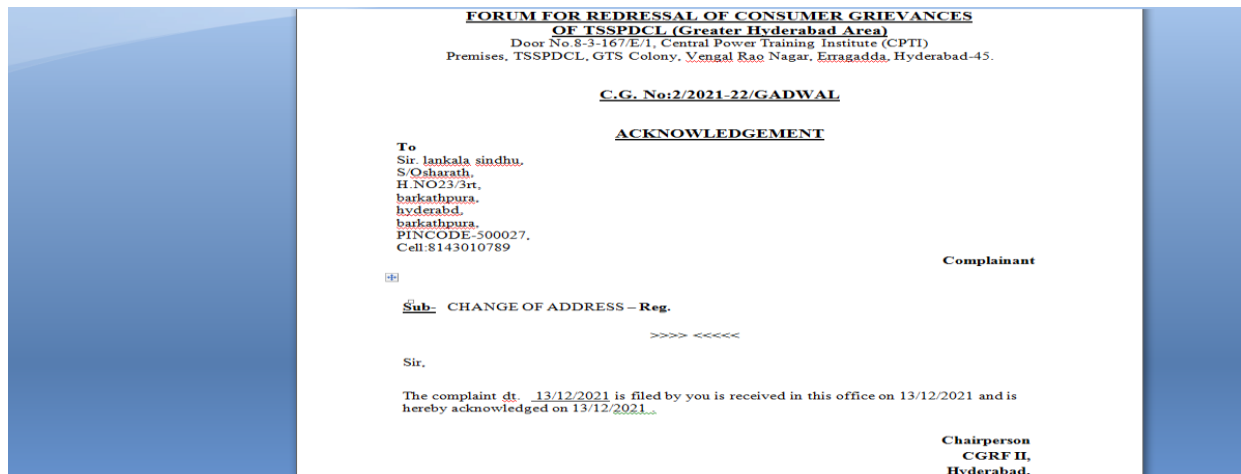
Remarks



A registration number is generated. And an acknowledgement can be downloaded in "Acknowledgements" tab.

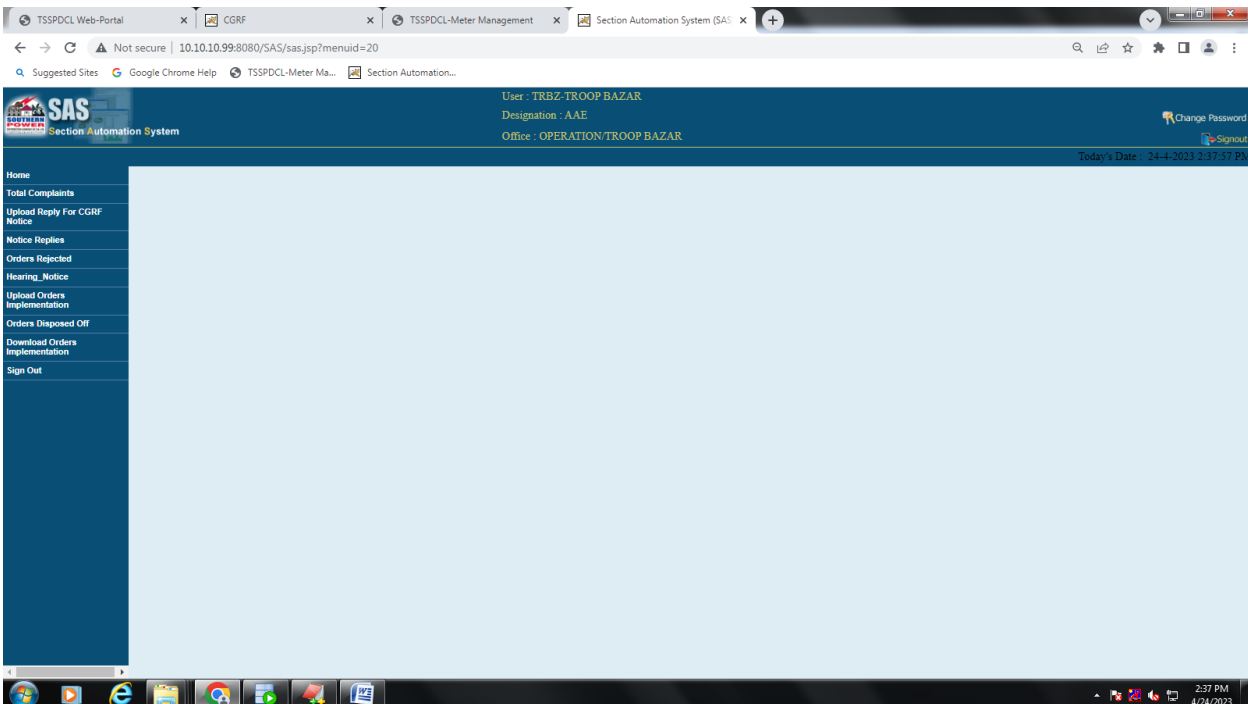


Acknowledgement is as below;



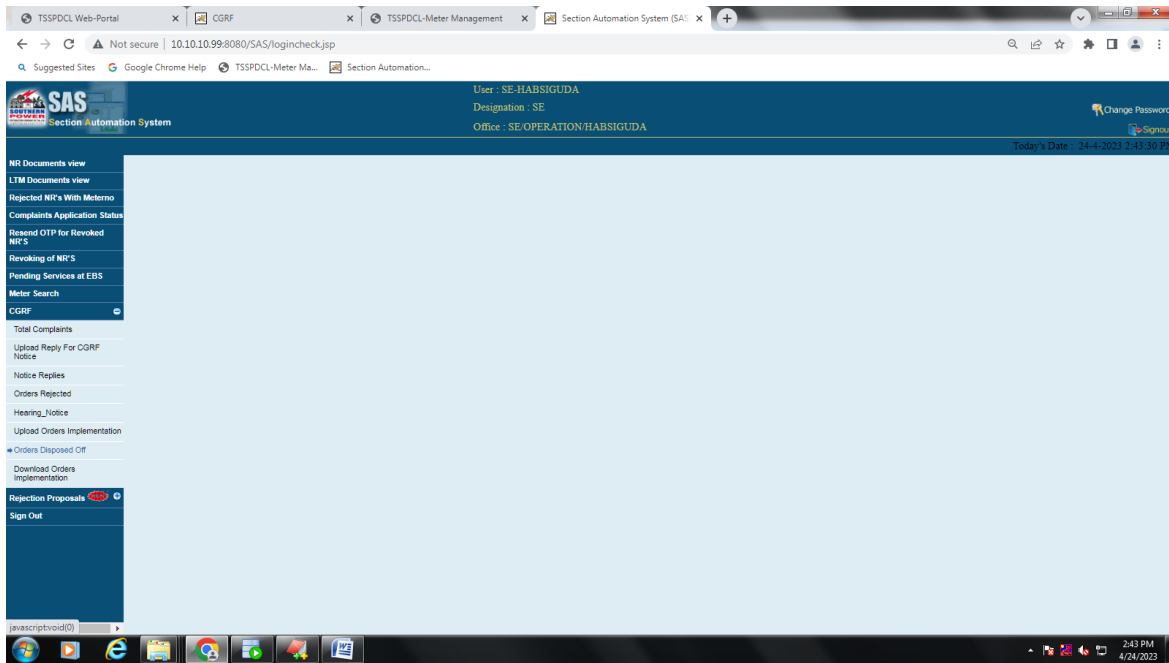
If complaint is accepted then Notice is given to respondents. The Respondent (AE,ADE,DE,SE) logins are provided in SAS software .A tab is provided is SAS Dashboards as CGRF .In that tab the Notices , Hearings and Written submissions can be provided. And for AAO and AO Revenue notice is provided in ERO logins .For SAO in HT logins.

### AE,ADE LOGINS

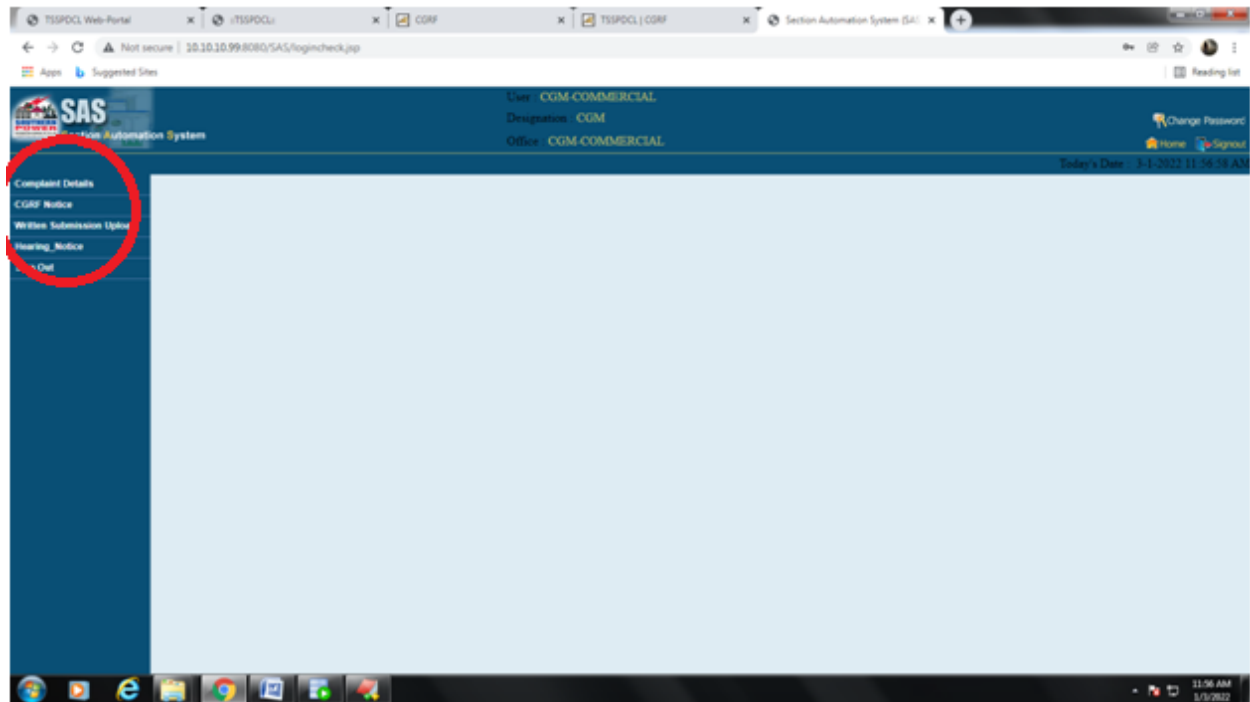




# SE,DE LOGINS



# CGMS,AO REVENUE,AO EXPENDITURE IOGINS



## AAO LOGINS

**SOUTHERN POWER**  
DISTRIBUTION COMPANY OF TGLIMITED

User: NARENDER Circle: BANJARA HILLS ERO: J.GREENLANDS Date:

Home Pre-Paid AGI Integration AAO/ERO Review Reports Consumer Deposits Check Reading Operation Reports Area Details Bill Processing Billing Reports Journal Details Ledger Process UDC/OSL Management Spot Billing Cycle User Management Revenue Collection Collection Reports SAP Data CAT 3A & 3B Reports

**eA Brief Description along with the Features of the Energy Billing System :**

**Consumer Management**

- New Consumers (ie to the Master)
- Pruning and deleting of Existing Consumers
- Deleted Services Report (and Revival of the same)
- Bar-wise and Month-wise Opening Balance ,Demand ,Payments,Journal and Closing Balances along With Consumption Pattern of Consumers.
- Payment History based on Service Number or PR Number.

**Consumer Deposits**

- Consumer Deposits
- Pruning Entry Form (Add)
- Pruning Year and Previous Financial Year Deposits (separately) of Consumer Deposits
- Account Details Generation for Printing

**Operation Reports**

- Trivector/Demand Meter → Changes
- Bill Stop/Revival Report
- Net Metering Services
- Pruning of Consumer Meter Particulars such as Meter Phase , Meter make , Meter Capacity , Multiplying Factor etc..

**Area Details**

- Clubbing Services List
- Pruning

**Bill Processing**

- Negative Arrears Report
- Service was deleted PR's & Bills report (New)
- Pruning Generation of Spottedata after Ledger Processing For Loading into the Spot Billing Machines LC-wise continuing the Cycle of Billing. (Includes as per the requirements of the SBM software).

**Billing Reports**

- 3 Times Tariff Services List
- Month Wise Deleted PR's (New)
- Missing/Unbilled services list apart from Processing of Bills.

**Journal Details**

- Entry of Journals , Cancellation and taking Reports LC-wise and ALL-LC-wise
- Generation of Journal History of consumer.

10.10.10.7.8080/EBS/CGRF/About/Complaint.jsp

## SAO LOGIN

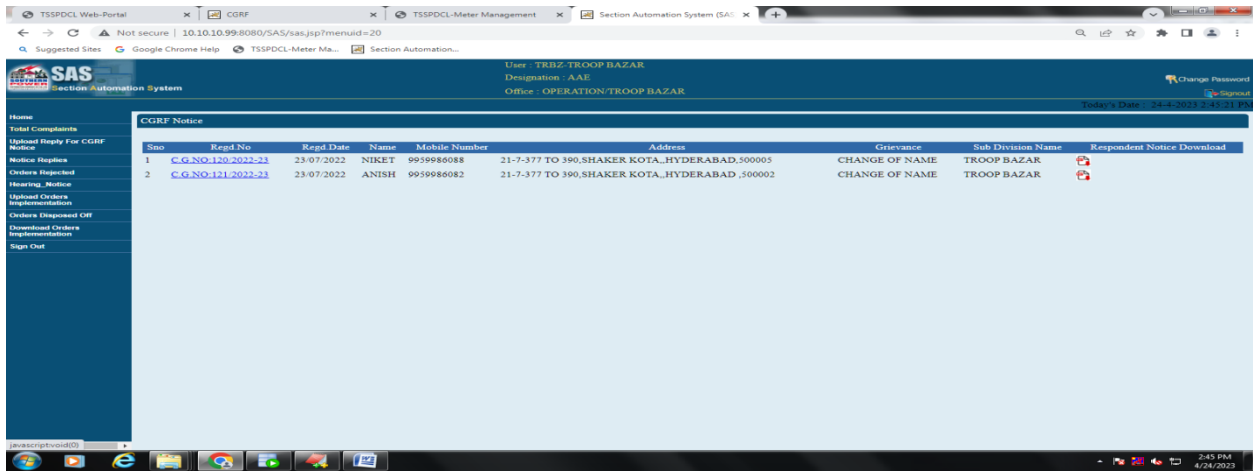
**SOUTHERN POWER**  
DISTRIBUTION COMPANY OF TGLIMITED

User: SAOCBC Circle: CYBERCITY Date: 2-1-2022,11:37:31 AM

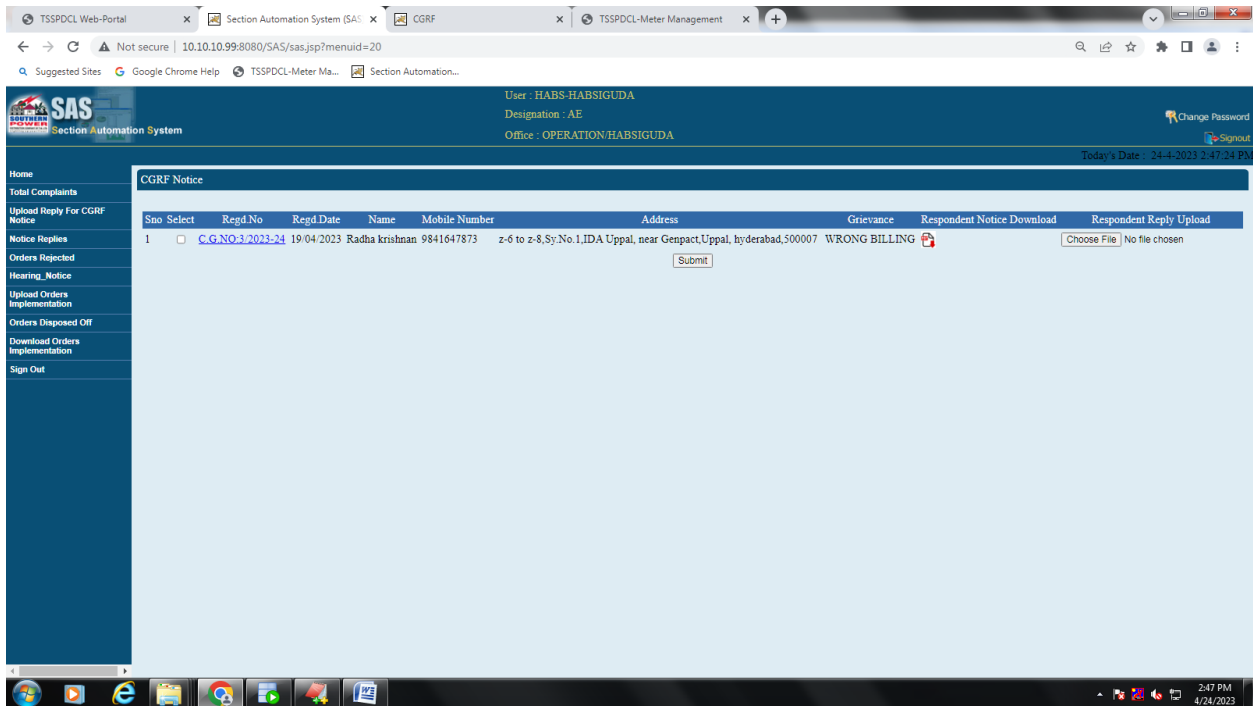
Home Billing Modules Consumer Management Consumer Deposit Report Consumer Advances Report Reports SAO LOGIN

**SAO LOGIN**

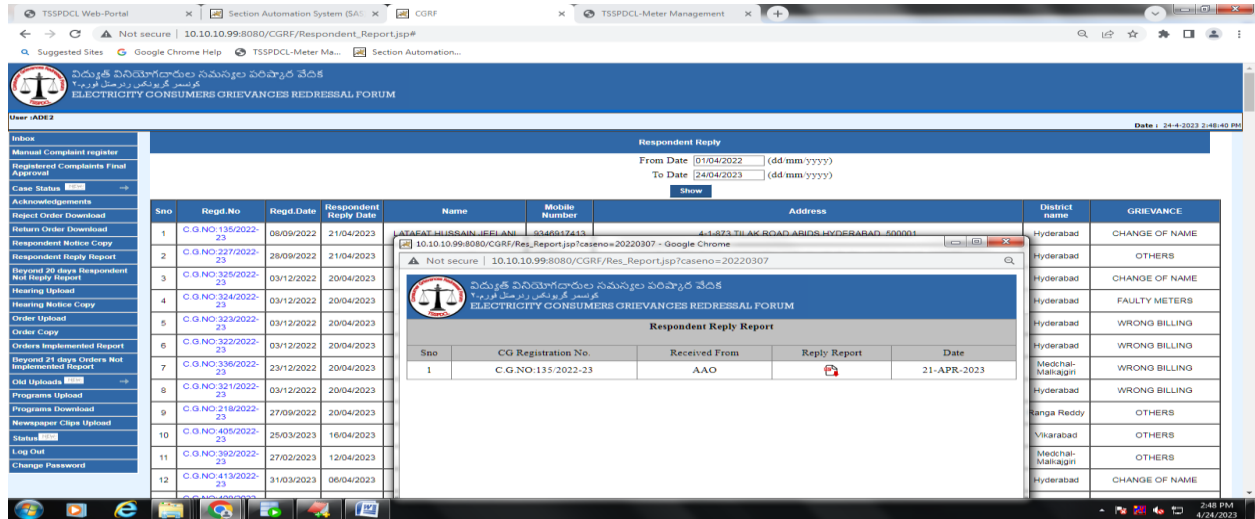
The notice is provided in CGRF Notice after registration is accepted.



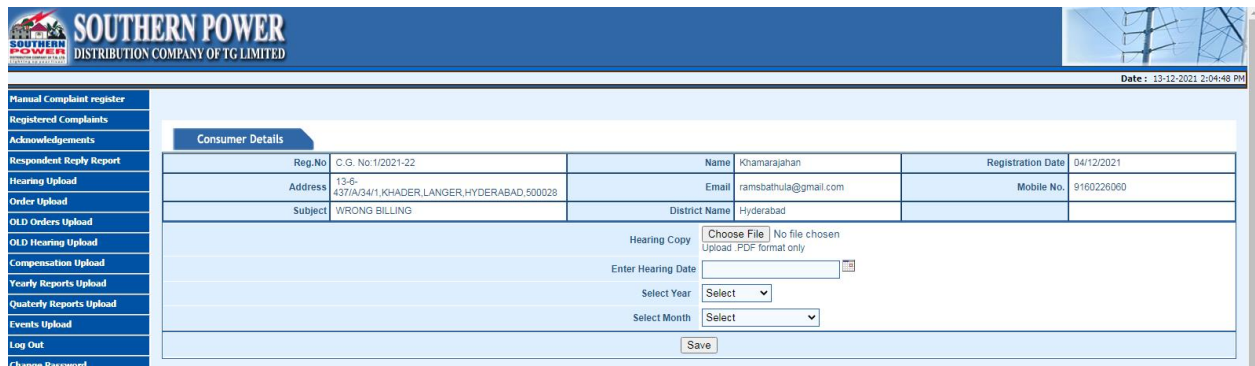
Written submission can be uploaded in "Respondent Reply Upload" by choosing file.



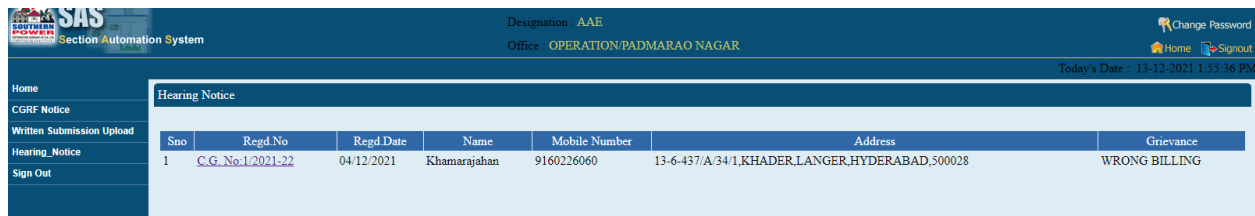
The Respondent reply can be downloaded in corresponding CGRF login. In "Respondent Reply Report".



The Hearing can be uploaded for the registration number.



The Respondent can download the Hearing Notice from "Hearing Notice" in SAS.



After Hearing, the forum shall issue orders. The orders can be uploaded in "Order Upload" tab.

- Manual Complaint register
- Registered Complaints
- Acknowledgements
- Respondent Reply Report
- Hearing Upload
- Order Upload
- DLD Orders Upload
- DLD Hearing Upload
- Compensation Upload
- Yearly Reports Upload
- Quarterly Reports Upload
- Events Upload
- Log Out
- Change Password

## Consumer Details

Reg.No	C.G. No:1/2021-22	Name	Khamarajahan	Registration Date	04/12/2021
Address	13-6 437/A/34/1, KHADER, LANGER, HYDERABAD, 500028	Email	ramsbathula@gmail.com	Mobile No.	9160226060
Subject	WRONG BILLING	District Name	Hyderabad		
		Order Copy	<input type="button" value="Choose File"/> No file chosen Upload PDF format only		
		Enter Order Date	<input type="text"/> (DD/MM/YYYY)		
		Select Year	<input type="text" value="Select"/>		
		Select Month	<input type="text" value="Select"/>		
<input type="button" value="Save"/>					